

DEPARTMENT OF SOCIAL SERVICES

744 P Street, Sacramento, CA 95814



May 18, 1987

ALL COUNTY INFORMATION NOTICE No. 1-39-87

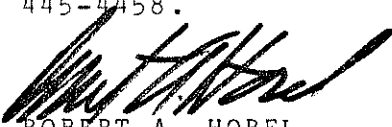
see publications

TO: ALL COUNTY WELFARE DIRECTORS

SUBJECT: WORK PRODUCTS OF THE BAY AREA FOOD STAMP
CORRECTIVE ACTION WORKSHOP

The purpose of this letter is to transmit to counties a brief description of the work products generated by the Bay Area Food Stamp Corrective Action Workshop participants. These corrective action work products are now available to counties via the Corrective Action Bureau Clearinghouse.

Please review the attached summaries of each product to determine those which are of special interest to you in meeting your county's corrective action goals. Should you have any questions regarding the work products or wish to request copies, please contact your Corrective Action Bureau consultant at (916) 445-4458.


ROBERT A. HOREL
Deputy Director

Attachments

cc: CWDA

BAY AREA
FOOD STAMP CORRECTIVE ACTION WORKSHOP
JANUARY 13, JANUARY 27, AND FEBRUARY 3, 1987

WORK PRODUCTS:

THE POSSIBLE DREAM - STARTING A RECOGNITION PROGRAM (3 pages)

This product outlines a program for use by County Corrective Action Officers and Managers to measure and reward staff performance and to create a healthy competition for reducing individual errors. Included are suggestions for award and funding possibilities as well as ideas for publicizing the program. Among the benefits listed are reduced errors, improved morale and increased staff awareness of error rates and the corrective action process.

TIME BUSTERS - ESTABLISHING AN AGENCYWIDE POLICY OF STRUCTURED TIME (6 pages)

This product provides a procedure and guidelines for developing structured time periods for Eligibility Workers (EWs). The benefits expected include increased productivity and reduced errors resulting from alleviated EW stress.

ELIGIBILITY WORKER (EW) CA-7 PROCESSING DESK GUIDE (2 pages/Chart)

This product provides a desk guide in flow chart format for use by Supervisors, Trainers and EWs when processing the revised CA-7 to be implemented July 1, 1987. By providing staff with a working tool for processing CA-7s in a timely and organized manner, it is expected that errors due to "failure to act" would be reduced.

AFDC FOOD STAMPS COMPARATIVE QUESTION DESK GUIDE (3 pages)

This work product consists of a design for a two-ring miniaturized flip-chart on card stock (optimum size: 5x7, or 8 1/2x11), which differentiates and describes appropriate AFDC and Food Stamp actions in various case situations. It would be used by the EW in determining the proper AFDC and Food Stamps actions to take in response to a single reported change.

REFRESHER TRAINING HELPER (4 pages)

This product proposes a strategy for refresher training to be used by line EWs, line supervisors, in-house Quality Control (QC) reviewers, and program trainers and specialists. It establishes time frames for the completion of various phases of the training project, such as identifying problem areas, conducting training sessions, and evaluating the results of these efforts. The benefit derived from this product is increased control over and efficiency of scheduling training on identified problem areas for implementing these corrective action measures.

ACHIEVING ACCURACY THROUGH CASE REVIEW (7 pages)

This product contains suggested procedures in outline form, for establishing standardized review systems for all programs. Included are forms for recording review findings as well as suggestions about sample selection, feedback, and use of data.

The benefits derived from this product would be an improved targeting of problems, a reduction in errors, staff direction as concerns corrective action, and measurable results to effectively evaluate the processes used.